



Amendment  
Ser. No. 09/727,567 filed November 30, 2000, Karen Ann Bradley, et al.  
Examiner: Kenny S. Lin, GAU 2154  
Docket No. 50325-0504

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2154  
(See Purpose)  
Only

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: ) Group Art Unit: 2154  
Karen Ann Bradley, et al. )  
Application No. 09/727,567 ) Examiner: Kenny S. Lin  
Filed: November 30, 2000 ) Confirmation No.: 6744  
)

For: **TIME-BASED MONITORING OF SERVICE LEVEL AGREEMENTS**

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**REPLY TO OFFICE ACTION WITH AMENDMENT**

Sir:

These amendments and remarks are filed in reply to the Office Action mailed November 30, 2004, for which the time for reply has been extended to March 30, 2005 with the payment of extension fees herewith. Applicants respectfully request reconsideration of the application in light of the amendments and remarks herein, which are presented to place the application in condition for allowance.

**Amendment to the Claims** are reflected in the Listing of Claims that begins on page 2 of this paper.

**Remarks/Arguments begin on page 10 of this paper.**

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